

GENERAL-

- a) These terms and conditions (T&Cs) incorporate, and should be read together with, any Vendor's and/or Agent's T&Cs or regulations, which you can obtain from the point of purchase from the Official Agent.
- b) Artists and billed attractions may be subject to change.
- c) No trading or promotional activities are allowed within the venue without Live Nation (Music) UK Ltd (LN's) prior consent.
- d) Goods using unauthorised event logos and unauthorised professional recording equipment will be confiscated.
- e) Do not buy tickets or goods from unlawful street traders/touts. There is no guarantee of tickets' validity for entry unless purchased from official ticket agents for the event.
- f) You give your express consent to your actual/simulated likeness to be included for no fee within any audio or visual recording to be used in any media for any purpose at any time. This includes CCTV and/or filming by the police or security staff which may be carried out for the security of customers and/or the prevention of crime.

AGE POLICY -

- a) The Event is not suitable for young children.
- b) Children under 5 (aged 4 or below) are permitted free of charge.
- c) Children under 16 (aged 15 or below) must be accompanied by a parent or guardian (18 or over) ticket holder at all times.
- d) We do not accept any parental or supervisory duty of care or liability for any under 18's on site.
- e) Food and drink will be available for purchase at the Event. A challenge 21 policy will be in place for all alcohol sales on site.

TICKETS AND WRISTBANDS –

- a) It is prohibited to resell tickets for the event except where resold using the official resale platform of the official ticket agent you purchased from, or where resold using a reputable, face value resale platform, such as Twickets – in accordance with the relevant ticket agent's or resale platforms terms and conditions.
- b) Tickets purchased from unauthorised sources may be rendered invalid and admission refused. We do not sell event wristbands, any purchased wristbands will be refused entry. Only wristbands issued by the event in exchange for a valid ticket are valid for entry
- c) Weekend tickets must be exchanged for a wristband on first time entry at a wristband exchange.
- d) Day tickets must be retained by the customer at all times whilst in the arena. The ticket holder is responsible for their ticket until they leave the event. There is no re-admission for day ticket holders.
- e) Day ticket holders should expect queues at the entry gate and arrive with plenty of time before the first act they wish to see – no refunds will be given for acts missed.
- f) Weekend tickets - The ticket holder is responsible for their ticket until it is exchanged for a wristband and then responsible for their wristband for the duration of the Event.
- g) Tickets must be valid, presented in full, with stubs and not tampered with (in the event of accidental damage, refer to point of purchase prior to event).
- h) Tickets and wristbands remain the property of LN until 12 noon the day after the last day of the event.
- i) LN will not issue duplicate tickets for lost or stolen tickets.
- j) Tickets cannot be used as part of any marketing, media or sales promotion, without the prior written consent of LN.

REFUNDS -

- a) Refunds are only considered on major cancellation, material alteration or by special exception determined by LN in its sole discretion.
- b) For the purposes of these T&Cs:
 - a. **'major cancellation'** is the cancellation of the Event in full (and not rescheduled). If only one or more days (but not all days) of the Event are cancelled, you may only be offered a proportionate partial refund;
 - b. **'material alteration'** is a change (other than a rescheduling) which, in LN's opinion, makes the Event materially different to the Event that ticket purchasers, taken generally, could reasonably expect. In particular, please note that the following are not deemed to be 'material alterations': changes to the line-up of the Event; adverse weather conditions; changes to individual members of a band; curtailment of the Event where the majority of the Event is performed in full; and delays to starting the performance of an Event; and
 - c. **'special exception'** is an exception determined by LN in its sole discretion.
- c) Refunds should be requested from the point of purchase, no later than three months after the Event.
- d) A minimum of the proportionate amount of the face value of the ticket will be refunded.
- e) Refunds of any booking fees per ticket and/or per order fees are subject to the T&Cs of the point of sale.

SECURITY -

- a) LN reserves the right to evict a customer without refund, and/or refuse admission where the Eviction Policy is breached. Anti-social behaviour may lead to eviction. Please act responsibly See Eviction Policy <https://downloadfestival.co.uk/>.
- b) You may be body/bag searched at the entrances, on the site or when leaving.
- c) Any item(s), reasonably considered for use as a weapon, which may cause danger, offence or disruption to any other person, will be confiscated.
- d) Any person carrying illegal items or carrying out illegal activity may be handed over to the Police, refused entry or evicted.
- e) Fires are not permitted anywhere on site
- f) Throwing gas, aerosol or similar canisters/containers on to fires is extremely dangerous and will lead to eviction.
- g) The burning of plastics, bedding, tents, furniture etc. is not permitted anywhere on site.
- h) Excessive exposure to loud music may cause damage to your hearing.
- i) Pyrotechnics, lasers, smoke machines, strobe lighting/special effects may take place during some performances.

DAMAGE/LOSSES -

LN is unable to accept any liability for personal or property damages, losses (including confiscations) or injuries sustained at this event - other than caused as a result of our negligence.

BANNED ITEMS -

Please note: only bags A4 size or smaller are permitted in the arena.

- a) **Banned from event** – Glass, fireworks/pyrotechnics, flares and distress flares, illegal items and substances, unidentifiable substances, new psychoactive substances (NPS), laser equipment/pens, air horns / megaphones, nitrous oxide and associated equipment (balloons / CO2 dispensers / cream dispensers), sky or 'Chinese' lanterns, sound systems, spray cans, unofficial tabards/high visibility reflective jackets, blow torches, generators with the exception of those fixed in campervans, individual camping gas canisters (exemption for gas canisters fitted within campervans), firewood, aerosols over 250ml, petrol burners, any goods for unauthorised trading or with unauthorised event or artist logos, any item that may reasonably be considered for use as a weapon, or which may cause danger, offence or disruption to any other person, unauthorised buses, coaches or trucks, drones
- b) Excessive amounts of food, cigarettes and alcohol. Only bring enough for personal consumption. No animals, other than guide or hearing dogs, are permitted on site.
- c) **Banned from arena** – Cans, disposable BBQs and other stoves permitted in the campsite camping equipment, umbrellas including golf umbrellas, firewood, flags, large or open drinks bottles (under 500ml sealed* plastic soft drinks/water are permitted). Please refill your empty bottles at the water points inside the arena for free. Bottles must be sealed and untampered or empty so that they are not used for bringing in alcohol to the arena such as vodka. You cannot bring alcohol in to the arena (bars are available in the arena). If you have a medical condition that means you need to bring your own food or drink or medication, please bring a medical note or evidence to support this.
- d) Photographic and other recording equipment is permitted provided that it is for personal non-commercial use only. Unauthorised professional recording equipment is not permitted. In the event of any subsequent commercial use, the bearer agrees to pay the Promoter for the cost of a licence issued by the Promoter for permission to take photographs / visual / audio recordings for commercial use.
- e) The use of drones or similar equipment for any reason is strictly forbidden on site without written permission from Live Nation.

Anyone resisting the confiscation of disallowed items or disregarding these conditions will face eviction. Items that are confiscated will not be returned.

INFORMATION & NOTIFICATION – ALL LIVE NATION (MUSIC) UK LTD EVENTS

- a) Disabled Facilities are available – please call 020 7009 3000 for further information.
- b) LN events, www.festivalrepublic.com or call information line on **0207 009 3001** (Mon-Fri 10am - 6pm).
- c) Event website – <https://downloadfestival.co.uk/> for eviction policy and safety and travel information. If any of these T&C's are unclear please contact info@festivalrepublic.com